

HCPF Person- and Family-Centered Approach

Creating a Culture of Collaboration with Clients

Presented by: Carrie Cortiglio and Colleen Daywalt

Feb-16



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Objectives

- Define Person- and Family-Centeredness (PFC)
- Describe the role the PFC plays at the Colorado Department of Health Care Policy and Financing
- Share the evolution of our work in Person- and Family-Centeredness and plans for the future
- Solicit input on our efforts and plans for the future of PFC at the Department



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Agenda

2:00 p.m. Presentation

2:10 p.m. Panel Introductions

2:20 p.m. Presentation Q & A
HCPF_peoplefirst@state.co.us

2:30 p.m. Pair & Share Activity / Webinar Chat

2:45 p.m. Report Out and Final Questions

What is Person- and Family-Centeredness?

The Department defines being “person-centered” as thinking and behaving in ways that respect and value individual preferences, strengths, and contributions.



Respects and values individuals



Working with clients and families

The Road to Person-Centeredness ... Without A Map!



Research and Models



Institute for Patient- and Family-
Centered Care (IPFCC)



Cleveland Clinic



CareOregon

Partnerships



The Colorado Health Foundation™



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***The Real Road
to Person-Centeredness ...***



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Promoting and Sustaining



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Leadership

Executive Director and Executive Team sponsor and support efforts in the Department to promote and sustain a culture of person- and family-centeredness.



Susan E. Birch MBA, BSN, RN
Executive Director



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Internal Champions



25-30 employee “Champions” representing each office

Facilitate organizational culture change by identifying specific processes or policies in their Division or section that can become more person-centered.



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Advisory Councils

In-Person and Virtual Councils for Medicaid, CHP+ clients and family members.

Collaborate with the Department to implement and sustain a culture of person- and family-centeredness.



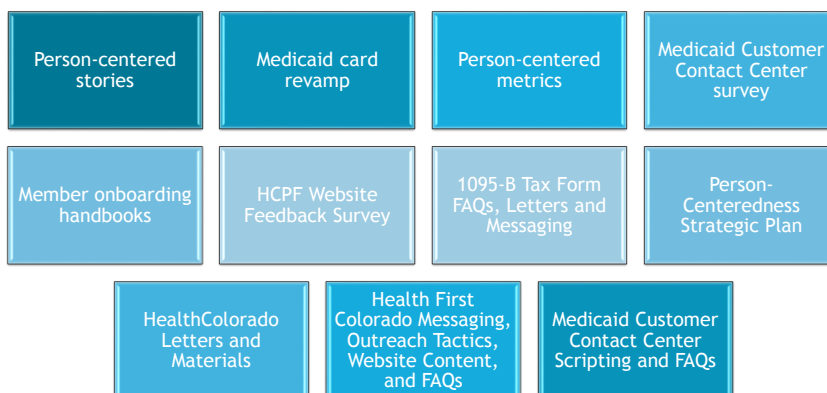
In-Person Advisory Council
February 9, 2016



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Examples of Advisory Council Engagement



Strategic Plan



The Work Continues

Internal

- Fully implement Strategic Plan
- Creation of staff PFC training
- Integration of PFC in new employee onboarding
- Employee performance plans include measurement for PFC

External

- Extend person-centered practices to contractors, vendors
- Incorporate PFC into contract language
- Extend person-centered practices to providers



Panel Introductions

Emily Dewey

Internal Champion

Provider Performance Analyst, Financial Analytics Unit

Liz Henry

Advisory Council member

Barbara Ramsey

Division Director, Intellectual & Developmental
Disabilities Division

Antoinette Taranto

Chief Client Officer



Question & Answer



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Pair & Share Activity

In-Person Discussion:

Use the question to
guide your discussion
with a neighbor

Webinar:

Use the question to
guide your discussion in
open chat

Phone:

Use the question to
guide your feedback
to the phone
moderator



Prepare to report
discussion highlights
to the group!



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Discussion Question

With the Department's definition of person- and family-centeredness in mind, where in the Medicaid and/or CHP+ member experience can person-centered principles have the most impact?



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Report Out



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Questions or Comments?



Please write additional questions on the cards provided and they will be addressed in a document sent out via email and posted on our website.

Contact Information

Email: HCPF_peoplefirst@state.co.us

Website: www.colorado.gov/hcpf

Thank You!



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